

**DYNAMIC ALLOCATION OF VOICE PORTS AND MENU OPTIONS
IN AN INTERACTIVE VOICE RECOGNITION SYSTEM**

ABSTRACT

A method (100) of dynamically assigning a plurality of voice ports and arranging a plurality of menu choice prompting sequences for at least one application includes the step of receiving (102) a plurality of incoming calls and monitoring (104) at least one among a recognition error rate for each menu option and execution path, a success rate for completing a desired transaction and an associated origination number, and monitoring frequently used menu options. In response to the monitoring steps, at least one of the menu choice prompting sequences among the plurality of menu choice prompting sequences can be rearranged (110) and at least one voice port among the plurality of voice ports can be reassigned (114).